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EXAMINER	
HUSSAIN, TAUQIR	
ART UNIT	**PAPER NUMBER**
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/686,348	MALIK, DALE W.	
	Examiner	Art Unit	
	TAUQIR HUSSAIN	2452	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *20 April 2010*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-21 and 23* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-21 and 23* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date *05/11/2010*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 04/20/2010 has been entered.

Response to Amendment

2. This office action is in response to amendment/reconsideration filed on 04/20/2010, the amendment/reconsideration has been considered. Claims 1, 5 and 14 have been amended. Claims 1-21 and 23 are pending for examination, the rejection cited as stated below.

Response to Arguments

3. Applicant's arguments filed 04/20/2010 have been fully considered but they are not persuasive. In remarks applicant argues in substance that:

(a) Prior art “Lee, Bokish and Horvitz” does not disclose, " wherein querying the second sender to allow the first sender to join the IM session includes an automatically generated response to the IM message from the first sender to the first recipient by an IM client of the first recipient, without input from the first recipient”.

As to argument (a) Examiner however respectfully address this as amended claim limitation and rejected under new grounds of rejection. New cited reference Horvitz discloses the limitation, (Horvitz, paragraphs [0041-0046], where recipient client allows the recipient to setup as automated message generation at time either when user is busy or unavailable or does not respond to IM message for "X" minute of time without recipient manually inputting as key.

(b) Prior art "Lee and Bokish" does not disclose, "in response to determining that the first recipient is engaged in an IM chat session with the second sender, prompting the first sender to forward the instant message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender".

As to argument (b) examiner respectfully disagree and suggest the teachings from newly cited reference Bokish discloses, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.

Claim Rejections - 35 USC § 101

4. 35 U.S.C. 101 reads as follows:

> Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

5. Claims 10-18, the claims are drawn to a "computer readable medium". The specification is silent regarding the meaning of this term. Thus, applying the broadest reasonable interpretation in light of the original specification page 48, and taking into account the meaning of the words in their ordinary usage as they would be understood by one of the ordinary still in the art (MPEP 2111), the claim as a whole covers both transitory and non –transitory media. A transitory medium does not fall into any of the 4 categories of invention (process, machine, manufacture, or composition of matter).

The claim may be amended to overcome by changing "computer readable medium" to non-transitory computer readable medium, thus excluding that portion of the scope covering transitory signals. The scope of the disclosure given the state of the art covers both transitory and non-transitory media, and this amendment would limit the claim to an eligible (non-transitory) embodiment.

Claim Rejections - 35 USC § 103

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

7. Claims 1-4, 6-8, 13, 15-17 and 21 are rejected under 35 U.S.C 103(a) as being unpatentable over Lee et al. (Pub. No. US 2003/0233265 A1), hereinafter "Lee" in view of Bokish et al. (Pub. No.: US 2004/0189698 A1), hereinafter "Bokish" and further in view of Horvitz et al (Pub. No.: US 2004/0254998 A1), hereinafter “Horvitz”.

8. As to claim 1, Lee discloses, receiving an instant messaging (IM) message from a sender to a first recipient (Lee, [0057, lines 1-4], where Instant Message is sent to a user who could be the first user to receive the IM message);

waiting a predefined time interval for an input from the first recipient, the input being responsive to the IM message (Lee, [0060, lines 3-5], where predetermined time interval is disclosed);

determining whether input from the first recipient is received during the predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the if time is exceeded for response); and

in response to determining that no input from the first recipient is received during the predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the time is exceeded for response).

wherein in response to a determination that the recipient is engaged in an IM session with a second sender, the first sender is queried to join the IM session, wherein in response to determining that the first sender desires to join the IM session, the second sender is queried to determine whether to allow the first sender to join the IM session (Lee, [0048-[0054]. Lee discloses the meeting negotiations to setup a meeting among plurality of users/client. Meeting negotiation involves, scheduling agent, meeting

requester and invitees. In paragraph [0048], the request sent to the invitees requires confirmation 701. The confirmation is returned to the scheduling agent. The scheduling agent presents the invitee list to the meeting scheduler indicating confirmation status as well as invitee status where the invitee status includes that he will not attend or that he may attend indicators, which is similar to he is engaged in some activity e.g. chatting or on phone with someone. In paragraph [0050], which is similar to querying the sender if he has desire to join the meeting and letting the invitee add himself to the calendar or meeting interactively. Lee further discloses in paragraph [0051] that meeting requester and scheduler agent creates a meeting specific criteria for invitees and let the invitees accept the various meeting aspects such as date, time, number of invitees etc. interactively which implicitly include the permission to join the meeting.), and

Lee however is silent on disclosing explicitly, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicate, by the first recipient, that the IM message originated from the first sender.

Bokish, however discloses a similar concept where, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process

continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.).

Therefore it would have been obvious to one ordinary skilled in the art at the time the invention was made to combine the teachings of Lee the instant messaging concepts with the teachings of Bokish, “a proxy based IM messaging service” in order to provide and facilitate an instant messaging with an information service bureau, such as an operator or information service bureau or customer support center that has multiple information agents capable of responding to instant messages sent to a common address associated with the information service bureau.

Lee and Bokish however are silent on disclosing explicitly, wherein querying the second sender to allow the first sender to join the IM session included an automatically generated response to the IM message from the first sender to the first recipient by an IM client of the first recipient, without input from the first recipient.

Horvitz however discloses a similar concept as “wherein querying the second sender to allow the first sender to join the IM session included an automatically generated response to the IM message from the first sender to the first recipient by an IM client of the first recipient, without input from the first recipient (Horvitz, [0041-0046], with various scenario of user not being present have been described i.e. automated response is generated for if user is not active for “X” minute, or if user is busy and does not respond within “X” minute etc. by recipients client without user's input).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the

teachings of Horvitz, “i.e. automatically generated response without recipient’s input” in order to provide a systems and methods that mitigate the intrusiveness of communications between message senders and receivers while facilitating more courteous, seamless and timely interactions to name few are i.e. instant messaging and other forms of communications can be improved via employment of time-bounded policies and parameters. For example, one problem with the use of instant messaging is the potential disruption that such messaging has on recipients who may not be ready to accept an instant message.

9. As to claim 2, Lee, Bokish and Horvitz disclose the invention substantially as in parent claims 1 and 10 above, including, providing a message indicating the first recipient's unavailability to engage in an IM chat session (Lee, [0045, lines 8-10], where displaying status of user being taking a vacation day is indication that user’s unavailable to chat on that particular day).

10. As to claim 3, Lee, Bokish and Horvitz disclose the invention substantially as in parent claim 1, including, providing a message requesting the sender to wait for a predetermined time period (Lee, [0012], where response to a predetermined time is disclosed which means there is a waiting period for response).

11. As to claim 4 , Lee, Bokish and Horvitz discloses, the invention substantially as in parent claim 1, including, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding

predefined time interval (Horvitz, Fig.8, [0103], where notification messages are updated periodically. At 830, a determination is made as to whether a calendar indicates an uninterruptible meeting. If so, the notification journal is updated and the user is alerted after the meeting.).

12. As to claim 6, Lee and Bokish disclose the invention substantially as in parent claims 5.

Lee and Bokish however are silent on disclosing explicitly, waiting a predefined time interval prior to replying to the IM message.

Horvitz however discloses a similar concept as, waiting a predefined time interval prior to replying to the IM message (Horvitz, [0042], If I am unavailable (e.g., from above, "If I do not respond to an IM within x minutes," "If I have not been active on my desktop for x min., etc.) or in one of these busy states (defined in a simple list of states) and automated message is generated after time elapses.).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide an automated response system where user recipient does not have to be interrupted while in meeting or busy chatting with someone else to let his status and priority of engagement to other recipients on line.

13. As to claim 7, Lee and Bokish discloses the invention substantially as in parent claim 5.

Lee and Bokish however are silent on disclosing explicitly, indicating to the first sender that the first recipient is engaged in an IM chat session with the second sender.

Horvitz however discloses a similar concept as, indicating to the first sender that the first recipient is engaged in an IM chat session with the second sender (Horvitz, [0036], I am having an ongoing IM with someone else (Sent or received an IM conversation from someone else within x minutes).).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide an automated response system where user recipient does not have to be interrupted while in meeting or busy chatting with someone else to let his status and priority of engagement to other recipients on line.

14. As to claim 8, Lee and Bokish discloses the invention substantially as in parent claim 5.

Lee and Bokish however are silent on disclosing explicitly, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding predefined time interval

Horvitz however discloses a similar concept as, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding predefined time interval (Horvitz, Fig.8, [0103], where notification messages are updated periodically. At 830, a determination is made as to whether a

calendar indicates an uninterruptible meeting. If so, the notification journal is updated and the user is alerted after the meeting.).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide a employment of bounded-deferral policies wherein a local device commits to relaying a message that it has received before a message-specific deadline is reached, the device in accordance with the invention attempts to determine or infer a most appropriate time for interruption within an allotted period.

15. As to claim 13, Lee and Bokish discloses the invention substantially as in parent claim 10.

Lee and Bokish however are silent on disclosing explicitly, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding predefined time interval

Horvitz however discloses a similar concept as, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding predefined time interval (Horvitz, Fig.8, [0103], where notification messages are updated periodically. At 830, a determination is made as to whether a calendar indicates an uninterruptible meeting. If so, the notification journal is updated and the user is alerted after the meeting.).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide a employment of bounded-deferral policies wherein a local device commits to relaying a message that it has received before a message-specific deadline is reached, the device in accordance with the invention attempts to determine or infer a most appropriate time for interruption within an allotted period.

16. As to claim 15, Lee and Bokish disclose the invention substantially as in parent claims 10.

Lee and Bokish however are silent on disclosing explicitly, waiting a predefined time interval prior to replying to the IM message.

Horvitz however discloses a similar concept as, waiting a predefined time interval prior to replying to the IM message (Horvitz, [0042], If I am unavailable (e.g., from above, "If I do not respond to an IM within x minutes," "If I have not been active on my desktop for x min., etc.) or in one of these busy states (defined in a simple list of states) and automated message is generated after time elapses.).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide an automated response system where user recipient does not have to be interrupted while in meeting or busy chatting with someone else to let his status and priority of engagement to other recipients on line.

17. As to claim 16, Lee and Bokish discloses the invention substantially as in parent claim 14.

Lee and Bokish however are silent on disclosing explicitly, indicating to the first sender that the first recipient is engaged in an IM chat session with the second sender.

Horvitz however discloses a similar concept as, indicating to the first sender that the first recipient is engaged in an IM chat session with the second sender (Horvitz, [0036], I am having an ongoing IM with someone else (Sent or received an IM conversation from someone else within x minutes).).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide an automated response system where user recipient does not have to be interrupted while in meeting or busy chatting with someone else to let his status and priority of engagement to other recipients on line.

18. As to claim 17, Lee and Bokish discloses the invention substantially as in parent claim 14.

Lee and Bokish however are silent on disclosing explicitly, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the corresponding predefined time interval

Horvitz however discloses a similar concept as, periodically providing messages, the messages being periodically provided at predefined time intervals, each message indicating the first recipient's unavailability to engage in an IM chat session during the

corresponding predefined time interval (Horvitz, Fig.8, [0103], where notification messages are updated periodically. At 830, a determination is made as to whether a calendar indicates an uninterruptible meeting. If so, the notification journal is updated and the user is alerted after the meeting.).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide a employment of bounded-deferral policies wherein a local device commits to relaying a message that it has received before a message-specific deadline is reached, the device in accordance with the invention attempts to determine or infer a most appropriate time for interruption within an allotted period.

19. As to claim 21, Lee and Bokish disclose the invention substantially as in parent claim 20.

Lee and Bokish however are silent on disclosing explicitly, a timer configured to track elapsed time from a receiving of an IM message the reply logic comprises message generation logic configured to generate a message, the message being indicative of the first recipient's unavailability to engage in an IM chat session.

Horvitz discloses a similar concept as, a timer configured to track elapsed time from a receiving of an IM message the reply logic comprises message generation logic configured to generate a message, the message being indicative of the first recipient's unavailability to engage in an IM chat session (Horvitz, [0041-0042], where timer keeps tract of elapsed time. Automated message waits “x” amount of time before generating a

reply message to let the sender know of recipients unavailability i.e. I am unavailable (e.g., from above, "If I do not respond to an IM within x minutes," "If I have not been active on my desktop for x min., etc.) or in one of these busy states (defined in a simple list of states).).

Therefore, it would have been obvious to one of the ordinary skilled in the art at the time the invention was made to combine the teachings of Lee and Bokish with the teachings of Horvitz in order to provide an automated response system where user recipient does not have to be interrupted while in meeting or busy chatting with someone else to let his status and priority of engagement to other recipients on line.

20. Claims 5, 9-12, 14, 18-20 and 23 are rejected under 35 U.S.C 103(a) as being unpatentable over Lee et al. (Pub. No. US 2003/0233265 A1), hereinafter "Lee" in view of Bokish et al. (Pub. No.: US 2004/0189698 A1), hereinafter "Bokish".

21. As to claims 5 Lee disclose the invention substantially as independent claim 1 above, including, receiving an instant messaging (IM) message from a first sender to a recipient (Lee, [0057, lines 1-4], where Instant Message is sent to a user who could be the first user to receive the IM message);

determining whether input from the first recipient is received during a predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the if time is exceeded for response);

in response to determining that no input is received during the predetermined time interval (Lee, [0060, lines 5-7], where it is established that agent determines if the if

time is exceeded for response) determining whether the first recipient is engaged in an IM chat session with a second sender (Lee, [0048, lines 3-7], where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings); and

in response to determining that the first recipient is engaged in an IM chat session with the second sender, replying to the IM message in response to determining that the recipient is engaged in the IM chat session with the second sender (Lee, [0048, lines 3-7], where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings,).

Lee however is silent on disclosing explicitly, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicate, by the first recipient, that the IM message originated from the sender.

Bokish, however discloses a similar concept where, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.).

Therefore it would have been obvious to one ordinary skilled in the art at the time the invention was made to combine the teachings of Lee the instant messaging concepts with the teachings of Bokish, “a proxy based IM messaging service” in order to provide and facilitate an instant messaging with an information service bureau, such as an operator or information service bureau or customer support center that has multiple information agents capable of responding to instant messages sent to a common address associated with the information service bureau.

22. As to claim 9, Lee and Bokish disclose the invention substantially as in parent claims 1 and 10 above, including, providing a message indicating the first recipient's unavailability to engage in an IM chat session (Lee, [0045, lines 8-10], where displaying status of user being taking a vacation day is indication that user’s unavailability to chat on that particular day).

23. As to claim 10, Lee discloses, receive an instant messaging (IM) message from a sender to a first recipient (Lee, [0057, lines 1-4], where Instant Message is sent to a user who could be the first user to receive the IM message);

wait a predefined time interval for an input from the first recipient, the input being responsive to the IM message Lee, [0060, lines 3-5], where predetermined time interval is disclosed);

determine whether input from the first recipient is received during the predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the if time is exceeded for response).

Lee however is silent on disclosing explicitly, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicate, by the first recipient, that the IM message originated from the sender.

Bokish, however discloses a similar concept where, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.).

Therefore it would have been obvious to one ordinary skilled in the art at the time the invention was made to combine the teachings of Lee the instant messaging concepts with the teachings of Bokish, “a proxy based IM messaging service” in order to provide and facilitate an instant messaging with an information service bureau, such as an operator or information service bureau or customer support center that has multiple information agents capable of responding to instant messages sent to a common address associated with the information service bureau.

24. As to claim 11, Lee and Bokish disclose the invention substantially as in parent claims 1 and 10 above, including, providing a message indicating the first recipient's unavailability to engage in an IM chat session (Lee, [0045, lines 8-10], where displaying

status of user being taking a vacation day is indication that user's unavailability to chat on that particular day).

25. As to claim 12, Lee and Bokish disclose the invention substantially as in parent claim 10 above, including, providing a message requesting the sender to wait for a predetermined time period (Lee, [0012], where response to a predetermined time is disclosed which means there is a waiting period for response).

26. As to claim 18, Lee and Bokish disclose the invention substantially as in parent claims 1 and 10 above, including, providing a message indicating the first recipient's unavailability to engage in an IM chat session (Lee, [0045, lines 8-10], where displaying status of user being taking a vacation day is indication that user's unavailability to chat on that particular day).

27. As to claim 19 Lee disclose, means for receiving an instant messaging (IM) message from a first sender to a recipient (Lee, [0057, lines 1-4], where Instant Message is sent to a user who could be the first user to receive the IM message);

means for determining whether input from the first recipient is received during a predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the if time is exceeded for response);

means for in response to determining that no input is received during the predetermined time interval (Lee, [0060, lines 5-7], where it is established that agent determines if the if time is exceeded for response) determining whether the first recipient is engaged in an IM chat session with a second sender (Lee, [0048, lines 3-7],

where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings); and

means for in response to determining that the first recipient is engaged in an IM chat session with the second sender, replying to the IM message in response to determining that the recipient is engaged in the IM chat session with the second sender (Lee, [0048, lines 3-7], where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings,).

wherein all the means are embodied as hardware controlled by software (Lee, [0002], Such calendars are applications or routines of applications that run on a computer such as a PDA, Laptop, Desktop PC, or an attached server for example).

Lee however is silent on disclosing explicitly, means for prompting the first sender to forward the IM message from the first recipient to a second recipient and indicate, by the first recipient, that the IM message originated from the sender.

Bokish, however discloses a similar concept where, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.).

Therefore it would have been obvious to one ordinary skilled in the art at the time the invention was made to combine the teachings of Lee the instant messaging concepts with the teachings of Bokish, "a proxy based IM messaging service" in order to provide and facilitate an instant messaging with an information service bureau, such as an operator or information service bureau or customer support center that has multiple information agents capable of responding to instant messages sent to a common address associated with the information service bureau.

28. As to claim 20 Lee disclose, instant-messaging receive logic configured to receiving an instant messaging (IM) message from a first sender to a recipient (Lee, [0057, lines 1-4], where Instant Message is sent to a user who could be the first user to receive the IM message);

first determining logic configured to determine whether input from the first recipient is received during a predetermined time interval (Lee, [0060, lines 5-7], where agent determines if the if time is exceeded for response);

second determining logic configured to, in response to determining that no input is received during the predetermined time interval (Lee, [0060, lines 5-7], where it is established that agent determines if the if time is exceeded for response) determining whether the first recipient is engaged in an IM chat session with a second sender (Lee, [0048, lines 3-7], where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings); and

reply logic configured to, in response to determining that the first recipient is engaged in an IM chat session with the second sender, replying to the IM message in

response to determining that the recipient is engaged in the IM chat session with the second sender (Lee, [0048, lines 3-7], where invitee/recipient has the status indicator that he will not attend or will attend or busy with other meetings,).

Lee however is silent on disclosing explicitly, prompting logic configured to, prompt the first sender to forward the IM message from the first recipient to a second recipient and indicate, by the first recipient, that the IM message originated from the sender.

Bokish, however discloses a similar concept where, prompting the first sender to forward the IM message from the first recipient to a second recipient and indicating, by the first recipient, that the IM message originated from the sender (Bokish, Fig.4, [0026], disclosed is a proxy based centrally operated IM system. User sends the message to the operator i.e. first recipient. Based on available agent i.e. a second recipient, operator forwards the message to the Agent by translating the address and where agent can directly or indirectly answer the IM originated by first sender. This process continues until session is lost or dropped. In later scenario the original message is forwarded to secondary or subsequent agent available at that time.).

Therefore it would have been obvious to one ordinary skilled in the art at the time the invention was made to combine the teachings of Lee the instant messaging concepts with the teachings of Bokish, “a proxy based IM messaging service” in order to provide and facilitate an instant messaging with an information service bureau, such as an operator or information service bureau or customer support center that has multiple

information agents capable of responding to instant messages sent to a common address associated with the information service bureau.

29. As to claim 23, Lee and Bokish discloses the invention substantially as in parent claim 20 above, including, a processor configured to execute logic stored in the memory component (Lee, [0002], Such calendars are applications or routines of applications that run on a computer such as a PDA, Laptop, Desktop PC, or an attached server for example.).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to TAUQIR HUSSAIN whose telephone number is (571)270-1247. The examiner can normally be reached on M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Thu V. Nguyen can be reached on (571) 272-6967. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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/TAUQIR HUSSAIN/
Examiner, Art Unit 2452